

State of the Fleet

Special points of interest:

- DEBRAH LENZIE AND THE USBD OGDEN MINI-MOTOR HONORED AS MINI-MOTOR POOL OF THE MONTH.
- DRAPER, OFFICE OF EDUCATIONS AND PROVO REGIONAL CENTER MINI MOTOR POOLS CLOSE.
- NEW SHUTTLE SIGNS HAVE BEEN ORDERED.
- LEGISLATIVE SHUTTLE HAS RECORD RIDERSHIP THIS SESSION.

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Big Brother or Safety Net... You Decide



Since 1992 Bret Gresham, owner of RCI Inc., has been providing automotive services with a twist to the State of Utah fleet. The twist is that Gresham and his employee's bring the services to the vehicle rather than taking up State employee time to bring their State-owned vehicle to a automotive service and repair shop.

"Basically, the services get done without the people being bothered or even knowing that it has happened, most of the time," Gresham said.

Gresham and his team travel from Logan to Draper on a schedule providing cleaning, minor repairs and full lube, oil, filter services for the Mini-Motor Pools and other State offices. It is planned to add the Provo-Orem area sometime in 2001.

"We have five trucks, so all of the services are happening everyday and it's extremely convenient," he said.

The RCI team will

service State-owned vehicles by area. When in the Draper area, all of the vehicles in the vicinity, will have the vital fluids checked and topped off and any vehicles in need of a cleaning will be washed and detailed. In the event a special request, such as a problem with a dead battery, is called in by a State agency all of the vehicles leased by the agency will be checked, serviced and cleaned, if needed.

Services offered by RCI Inc., include:

- Lube, oil, filter change,
- Weekly fluid checks,
- Air filter replacement,
- Tire rotation and repair,
- Alternator/battery service,
- Windshield wiper replacement,
- Repair and replacement of lights,

- Interior detailing and exterior washing.

In the event that the RCI personnel cannot repair a vehicle, they will have completed a diagnosis of the vehicle and will be able give the information to the driver to pass-on to the mechanic at the repair shop. This should not only lessen the cost of the repair, but vehicle downtime as well.

"We're on the cars everyday, and it's easy to know with a quick little test what's wrong with [a vehicle]. If we can fix it, we surely do," Gresham said. "Right then and there, in the parking lot, it's no big deal, the cars not out of service, there's no loaner brought [in], there's no car towed."

RCI operate from 12:00 p.m. to 8:00 p.m. Monday through Friday. Gresham choose the off hours to insure that as many State-owned vehicles as possible can be serviced per-day while not lessening the availability of a vehicle to State employees. Billing is handled through Division of Fleet Operations (DFO) again reducing inconvenience for State employees. For more information on the services offered through RCI, contact Motor Pool Coordinator Gala Dumas at 801-538-3034.

Alternative Fuel Vehicle Awareness Week 2001



Dennis Tucker from U.S. GSA Fleet Program plays Clean Air Game.

To receive the candy, the customer had to present a receipt stating that CNG had been purchased.

The Division of Fleet Operations (DFO) is a proud member of the Clean Cities Coalition and made arrangements for the Fourth Annual Alternative Fuel Vehicle (AFV) Awareness Week kick-off breakfast to be held at the State Office Building on Tuesday February 20, 2001.

The Capitol Cafeteria (The Roundhouse) began serving the buffet breakfast at 8:00 a.m. outside of the auditorium. After the guests enjoyed a hearty meal; Salt Lake City Mayor Rocky Anderson gave a short speech recapping the accomplishments of the Salt Lake Chapter of the Clean Cities Coalition. Mayor Anderson concluded his speech with the beginning of a lengthy Awards ceremony. John Pappas of the Utah State University's (USU) motor pool was one of this year's award recipients. Pappas, along with USU, were honored for being the State entity with the highest CNG consumption. The Department of Corrections, who came in a close second for

CNG usage, was also honored with an award. DFO Deputy Director received the award for the Department of Corrections, who was unable to send a representative to the breakfast.

After the award presentations, the remaining guests participated in a game show type contest loosely based on the "Who wants to be a Millionaire" game. The Clean Cities version was called "Who Wants To Breathe Clean Air??" The question dealt with issues from pollution to fuel consumption. The two top winners, Lauri McCreary of Human Services and Dennis Tucker from the U.S. General Service Administration (GSA), received the use of a vehicle powered by propane for two-weeks, free of charge.

The breakfast concluded with a "ride and drive" held in the underground parking structure of the Capitol Building.

Other activities held during the week were a Shuttle Services Seminar and the CNG

fill-up incentive. The Shuttle Seminar was designed to encourage the use of Mass Transit and the State employee shuttle program. The Division maintains three shuttle runs, the Downtown Run which travels to the offices located in the downtown area of Salt Lake City (it also stops at the mall), the West Run travels to the State Offices located in the western area of Salt Lake City and the Draper Run which starts at the Sandy TRAX station and travels to State Offices located at the southern

end of the valley. The Draper Shuttle operates in the mornings and afternoons only, where as the other two are in operation from 7:00 a.m. to 6:00 p.m.

The CNG fill-up incentive was offered to encourage the use of Compressed Natural Gas by State employees. The program offered a candy bar to any State employee utilizing a bi-fuel vehicle for the State Motor Pool and fueling with CNG before returning the vehicle. To receive the candy, the customer had to present a receipt stating that CNG had been purchased. Only four people overcame their fear or discomfort of using CNG, for free candy. The Division would like to remind everyone that there is a CNG safety and fueling seminar available.

For more information please visit, <http://fleet.state.ut.us/cngsignup.html>

Personnel Note

Angie Watson was named one of two finalists for Trainer of the Year for the State of Utah. She and Tom Paddock of the Tax Commission received a certificate and a monetary award for their efforts in providing State employees with the training they need. Jeri Miller of the Correction Department was named Trainer of the

Year. There were a total of 14 trainers nominated this year.

Watson's nomination form was filled with positive comments from customers and Division employees. Everyone involved in the nomination process had attended one or more of the many computer program, training classes taught by Watson. Many of the comments received for the nomination mentioned that she travels throughout the State to train



Tom Paddock, Jeri Miller & Angie Watson

State employees that cannot make it to Salt Lake and her willingness to assist anyone having difficulties with a program, day or night

"She is always willing to help me with a problem, even if it happen after hours. She comes to us for training, rather than closing down the Motor Pools from both SUU and Dixie College so we could travel to Salt Lake City," said Joe Wilde of Dixie College in his nomina-

tion letter.

Watson has also created and keeps updated a FleetAny-where training manual. When upgrades or changes are made to the program, she will put together an enhancement to the manual and send it out to everyone who has attended the training.

"I was so proud of Angie when I

heard she had been nominated. I was disappointed when I found out that she had only made finalist, until I saw whom she was up against. The other trainers educate corrections officers and caseworkers that deal with abused children. It is a great honor for Angie to be placed in the same class as Jeri and Tom," said Deputy Director Margaret Chambers. "And we just want Angie to know that she is our Trainer of the Year."

To nominate someone simply visit the DFO web site and submit a nomination form.

Incentive Awards



Derrick Klarr & Gala Dumas

This month's lucky Incentive Award winners are Gala Dumas and Derrick Klarr, of the Motor Pool/Shuttle Services program, who both received Recognition Awards and Todd Baker, from the Surplus Property program, who was honored with an Extra Mile Award for receiving a glowing letter from one of the Surplus customers.

Sandy Bell, the Human Services Mini-Motor Pool Coordinator, was also nominated for a Recognition Award by one of her regular customers. Unfortunately, Bell is employed by Human Services and the Incentive Committee is unable to present her with an award. However, the Committee would like to thank Bell for her excellent customer service skill and for making Division of Fleet Operations (DFO) look fantastic.

To nominate a co-worker caught in the act of "doing a good job", simply submit this form, <http://fleet.state.ut.us/incentiveaward.html>.

Remember, a Recognition Award is a "pat on the back". If you receive seven Recognition Awards, you are eligible for a paid day off or \$100.00. The Extra Mile Award is a monetary award given to employees that do more than is expected of them, they do go "the Extra Mile". Committee Awards are harder to come by, because they are worth more money. To qualify for a Committee Award the employee must save the Division money or come up with an innovative idea that can be utilized by the Division.

Motor Pool Success . . .

Capitol Hill Motor Pool is Helping to Improve the Quality of Life for One of Utah's Smallest Citizens



During a routine medical check-up given to all children placed into Foster Care, a heart condition was found in a *young child who is only a few months old. The child would need open heart surgery to replace a heart valve and to open a clogged artery.

The only problem was that the child lives in South Eastern Utah and the surgery would have to be performed at Primary Children's Hospital in Salt Lake City. The Child Protective Services team in St. George got busy making arrangements for the surgery, including transportation from the Salt Lake International Airport to the hospital. Under normal circumstances this would not be a problem because nearly every State employee is eligible to lease a vehicle from one of the many daily motor pools. The problem wasn't the ability of the caseworker to lease a vehicle; it was that in order for the baby to make it to the hospital in time for the scheduled surgery, the child and worker would have to be picked up at the airport before business hours.

"Not a problem," was the response of State Motor Pool Coordinator Gala Dumas.

Dumas received permission to take a State-owned motor pool vehicle home the night prior to the pick-up, made arrangements for her mother to get her own young son off to school and left for the airport early that next morning. The caseworker dropped Dumas off at work on their way to the hospital.

"It is the sweetest baby and he doesn't even know he's sick, it has just always had the heart problem," said Dumas after being dropped-off.

The caseworker planned to stay in town for a few days to make sure the baby would be ok, but once again a problem arose, how to get the caseworker to the airport after turning in the leased vehicle. Like before, this would not be a problem under normal circumstances. However, the caseworker planned to leave 6:40 p.m. on a Saturday afternoon.

Dumas assured the caseworker that this would not be a problem and made plans to meet her at the Capitol with plenty of time for her to catch her flight. Dumas drove her personal vehicle to meet the worker. Once they had moved the child safety seat and the worker's luggage from the State-owned vehicle into Dumas' car, she delivered the caseworker to the airport.

"That is the part of my job I enjoy the most," Dumas said. "When I can see that I am helping people to get their job done, it's a wonderful feeling. Even if it does mean coming up here [to the Capitol] on a Saturday."

The caseworker was happy to report that the baby was doing fine and had been moved out of Intensive Care into a regular room. However, it will be quite awhile before any arrangements will need to be made to bring the baby back to South Eastern Utah.

"But when the time comes I will do what needs to be done to get that baby home," Dumas said.

***Due to privacy issues, the name and age of the child cannot be released.**